

Hannah J. Wheatcroft
26 West Main Street
Westborough, MA 01581

April 12, 2005

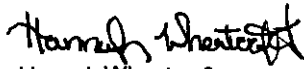
Federal Communications Commission
445 12th Street SW
DC 20554

Washington,

Dear FCC:

I think that video relay service had been doing a great job so far. There are several problems about it though. One is when the callers waiting in line. Suppose, one of the caller needed to make an emergency call but it would be too late because of the waiting line. Other problem is the screen is blurry or too dark to see the person. The quality of the videophone screen is not good. Often, I had hard time to see the person on television. Last problem is, often when I try to call my friends or families. The screen would pop up saying the number is not right or something such as those messages even when the number is right. There are conflicts with getting the call from someone. Sometime I try to call my friends, it says ringing and ringing. Nobody answer, then I page my friend, and she say that she didn't get any call, huh?! Please try to improve those problems, and then you would have almost a perfect service for all of us!

Sincerely,

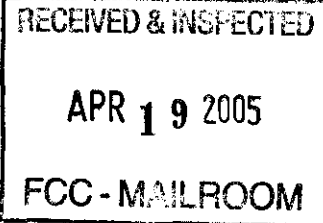


Hannah Wheatcroft,
A Student at Model Secondary School for the Deaf.

CC: Senator John Kerry
Senator Edward Kennedy
House of Representative Karyn Polito

03-123

Mukanda Michael Kayembe
29 Phelps circle Hampton,
VA 23663



April 5, 2005

Federal Communication Consumer
Consumer & Governmental Affairs Bureau, consumer complaints
445 12th Street, SW,
Washington, D.C. 20554

Dear FCC:

Hello...

I don't like the VRS because I cannot plan time before I can talk to the VRS interpreter as I have to wait a long time. Or, sometimes the pictures on the screen are frozen and I can't sign anything. I cannot talk comfortable because some VRS interpreters cant see me and said I look so dark and black. I was stuck as I can't find more lightings to make it brighter to see. I think videophone needs more powerful lightings so it will be better and will not be a problem, simply.

I want to make a goal for the VRS to be more advanced in skill better than last year. And I want the VRS to improve so that the VRS can be used through internet all over the world so I can call other family, and friends. I wish VRS can do that soon because it will help me and many other people to talk and have fun or have meeting and discuss important things. We all can share many good ideas in ASL VRS and deaf people can compromise and make a contract to improve better VRS.

Thank you!

A handwritten signature in black ink, appearing to read "Mike Kayembe".

Mike Kayembe

CC: Senator George Allen
Senator John Warner
House of Representative Robert C. "Bobby" Scott